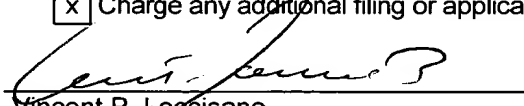
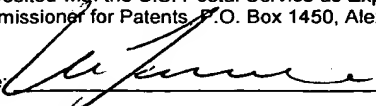




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AMENDMENT TRANSMITTAL LETTER				Docket No. APB-018	
Application No. 09/577224-Conf. #4214	Filing Date May 23, 2000	Examiner D. E. England	Art Unit 2143		
Applicant(s): Lundy M. LEWIS					
Invention: METHOD AND APPARATUS FOR REACTIVE AND DELIBERATIVE SERVICE LEVEL MANAGEMENT (SLM)					
TO THE COMMISSIONER FOR PATENTS					
Transmitted herewith is an amendment in the above-identified application.					
The fee has been calculated and is transmitted as shown below.					
CLAIMS AS AMENDED					
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate	
Total Claims	25	- 22 =	3	x 18.00	54.00
Independent Claims	7	- 6 =	1	x 86.00	86.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					
Other fee (please specify):					
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:					140.00
<input checked="" type="checkbox"/> Large Entity <input type="checkbox"/> Small Entity					
<input type="checkbox"/> No additional fee is required for this amendment.					
<input checked="" type="checkbox"/> Please charge Deposit Account No. <u>12-0080</u> in the amount of \$ <u>140.00</u> A duplicate copy of this sheet is enclosed.					
<input type="checkbox"/> A check in the amount of \$ _____ to cover the filing fee is enclosed.					
<input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached.					
<input checked="" type="checkbox"/> The Director is hereby authorized to charge and credit Deposit Account No. <u>12-0080</u> as described below. A duplicate copy of this sheet is enclosed.					
<input checked="" type="checkbox"/> Credit any overpayment.					
<input checked="" type="checkbox"/> Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17.					
 _____ Vincent P. Loccisano Attorney Reg. No.: 55,397 LAHIVE & COCKFIELD, LLP 28 State Street Boston, Massachusetts 02109 (617) 227-7400				Dated: <u>August 13, 2004</u>	
<small>I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV 419928124 US, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.</small>					
Dated: August 13, 2004		Signature:  (Vincent P. Loccisano)			

PTO/SB/17 (10-03)
Approved for use through 7/31/2006. OMB 0651-0032
U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE



3IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of: Lundy Lewis

Application No.: 09/577,224

Filed: May 23, 2000

For: *METHOD AND APPARATUS FOR REACTIVE
AND DELIBERATIVE SERVICE LEVEL
MANAGEMENT (SLM)*

Attorney Docket No.: APB-018

Art Unit: 2143

Examiner: England, David E.

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as Express Mail, Airbill No. EV 419928124 US, in an envelope addressed to: MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date shown below.

Dated: August 13, 2004

Signature: 

(Vincent P. Luccisano)

AMENDMENT AND RESPONSE TO NON-COMPLIANT AMENDMENT

Dear Sir:

INTRODUCTORY COMMENTS

This Amendment and Response is filed responsive to the Notice of Non-Compliant Amendment dated July 15, 2004. Please be advised Applicant made a bona fide attempt to respond to the rejections set forth in the Office Action mailed November 21, 2003 in the Response mailed May 21, 2004. This Response represents the arguments set forth in the Response mailed May 21, 2004, and revises the listing of claims to provide a complete listing of all of the claims as requested by the Examiner in the Notice of Non-Compliant Amendment. In view of the amendments and comments set forth below, the Applicant respectfully requests re-

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02 FC:1202 54.00 DA

examination of the application and urges reconsideration and withdrawal of the outstanding rejections.

Prior to examination on the merits, please amend the above-identified U.S. patent application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 3 of this paper.

Remarks/Arguments begin on page 10 of this paper.